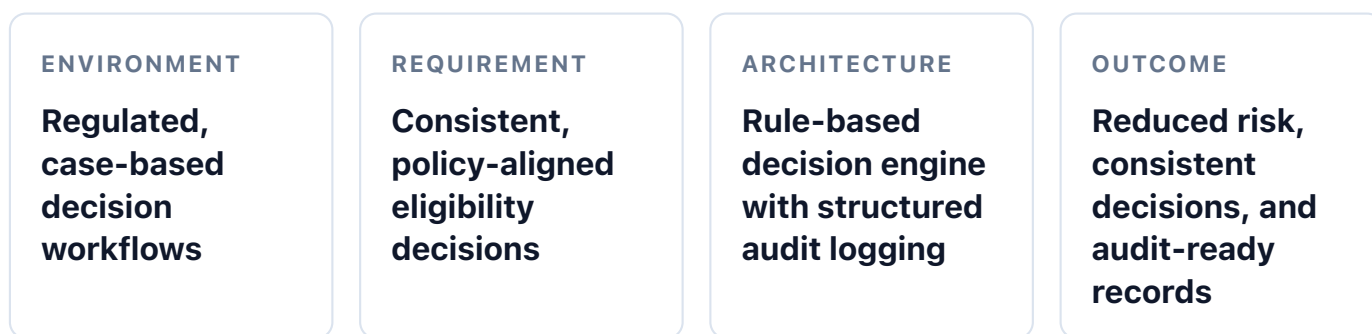


A decision-support tool enforcing consistent, auditable outcomes across eligibility workflows

Eligibility Assessment & Rule-Based Decision System

The client required a structured tool to govern eligibility and allocate outcomes across a high volume of cases. Decisions needed to be applied consistently, aligned with defined policy, and supported by clear justification.

As the service expanded, manual processes became increasingly difficult to manage. Variability in decision-making, gaps in validation, and limited audit visibility introduced operational and financial risk, making it harder to maintain compliance at scale.



The challenge

The client required a system that could ensure decisions were applied consistently while reducing exposure to misuse and compliance risk. Manual workflows and loosely enforced rules created variability in outcomes and limited the ability to govern decisions effectively.

- Inconsistent application of eligibility criteria across cases and operators.
- Exposure to fraudulent or invalid claims due to gaps in validation controls.
- Difficulty demonstrating compliance during audit and review processes.
- Slow implementation of policy changes across existing workflows.

These issues introduced direct operational and financial risk. The client needed a system that could enforce rules reliably, reduce misuse, and provide a clear and defensible record for every decision made.

Our approach

We designed and implemented a structured decision-support tool that translated policy rules into a consistent, enforceable system. The platform ensured that each case followed a defined input-to-outcome pathway, with clear validation and logging at every stage.

- A rule-based decision engine enforcing consistent eligibility logic.
- Structured validation layers to ensure accuracy of input data.
- Clear mapping of inputs, rules, and outcomes for each case.
- Comprehensive logging to capture decision context and reasoning.
- Modular rule configuration allowing controlled updates without system rebuilds.

The system was designed to support operational teams rather than replace them, providing clarity and consistency while maintaining human oversight where required.

Results

The resulting system introduced a controlled and repeatable approach to decision-making, improving both operational reliability and governance.

- Consistent application of eligibility rules across all cases.
- Reduction in invalid or non-compliant outcomes.
- Clear, structured audit trails for every decision made.
- Faster and more efficient audit and review processes.

Decisions became easier to justify, review, and validate, reducing operational ambiguity and strengthening compliance.

What this enabled

By introducing structured decision logic, the client moved from fragmented manual processes to a controlled and scalable system.

- Improved confidence in decision consistency across teams.
 - Reduced exposure to fraud and invalid case handling.
 - Faster implementation of policy updates and rule changes.
 - Stronger governance through transparent and reviewable workflows.
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Technical environment (representative)

- Rule-based decision engine
- Structured data validation and processing layers
- Case-based workflow management
- Event logging and audit trail storage
- Modular service architecture for controlled updates